

Okimoto, at the Office of Clinical Standards and Quality, Quality Improvement Group, Division of Contract Policy and Performance, 7500 Security Boulevard, Baltimore, Maryland 21244-1850 until August 15, 1999. Individuals must provide their name, credentials, title, organization, address, telephone number, FAX number, and e-mail address on their registration form. They should also indicate whether or not they wish to make a short statement and whether they need directions to HCFA.

Individuals will receive an e-mail or FAX confirming their registration. The meeting materials will be provided at the time of the meeting.

If you have questions regarding registration, please contact Conduct Martak at [cmartak@hcfa.gov](mailto:cmartak@hcfa.gov) or Linda Okimoto at [lokimoto@hcfa.gov](mailto:lokimoto@hcfa.gov).

The agency will accept written questions or other statements (not to exceed two (2) single-spaced, typed pages), preferably before the meeting, or up to 14 days after the meeting. Written submissions should be sent to: Health Care Financing Administration, Attn: Steven Jencks, M.D., Director, Quality Improvement Group, Office of Clinical Standards and Quality, S3-01-17, 7500 Security Boulevard, Baltimore, Maryland 21244-1850.

**Authority:** Section 1881 of the Social Security Act (42 U.S.C. 1395rr).

Dated: July 27, 1999.

**Michael M. Hash,**

*Deputy Administrator, Health Care Financing Administration.*

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### National Institutes of Health

#### Submission for OMB Review; Comment Request; Partner and Customer Satisfaction Surveys

**SUMMARY:** Under the provisions of Section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995 for the opportunity for public comment on the proposed data collection projects, the Center for Scientific Review (CSR), National Institutes of Health (NIH), has submitted to the Office of Management and Budget (OMB) a request to review and approve the information collection listed below. This proposed information collection was previously published in the **Federal Register** on May 27, 1999, page 28827 and allowed 60 days for public comment. No public comments were received. The purpose of this

notice is to allow an additional 30 days for public comment. The National Institute of Health may not conduct or sponsor, the respondent is not required to respond to, an information collection that has been extended, revised, or implemented on or after October 1, 1995, unless it displays a currently valid OMB control number.

#### Proposed Collection

**Title:** Partner and Customer Satisfaction Surveys. **Type of Collection Request:** New request. **Need and Use of Information Collection:** The information collected in these surveys will be used by the Center for Scientific Review personnel: (1) to assess the quality of operations and processes used by CSR to review grant applications; (2) to assess the quality of service provided to our partners and customers; (3) to assist with the design of modifications of these operations, processes, and services, based on partner and customer input; (4) to develop new modes of operation based on partner and customer need; and (5) to obtain partner and customer feedback about the efficacy of implemented modifications. These surveys will almost certainly lead to quality improvement activities that will enhance and/or streamline CSR's operations. The major mechanism by which CSR will request input is through surveys. The survey for partners is generic and tailored for Scientific Review Group (SGR) past and present members and chairs. The survey for customers, i.e., grant applicants, will have slight variations determined by which category of scientific review group the researcher/investigator's grant application is reviewed. Surveys will be collected as written documents or via Internet. Information gathered from these surveys will be presented to, and used directly by, CSR management to enhance the operations, processes, and services of our organization. **Frequency of Response:** The participants will respond yearly. **Affected public:** Universities, not-for-profit institutions, business or other for-profit, small businesses and organizations, and individuals. **Type of Respondents:** Adult scientific professionals. The annual reporting burden is as follows: It is estimated that the survey form will take 20 minutes to complete. The annual hour burden is, therefore, estimated to be 1,932 hours for 5,855 respondents. Estimated costs to the respondents consists entirely of their time. Costs for time were estimated using a rate of \$38.00 per hour for SGR members, SGR chairs, and principal investigators/grant applicants. The estimated annual cost for which the generic clearance is

requested is \$73,421. No additional costs should be incurred by respondents or recordkeepers. There are no capital, operating, or maintenance costs to report.

#### Requests for Comments

Written comments and/or suggestions from the public and affected agencies are invited on one or more of the following points: (1) Whether the proposed collection of information is necessary for the proper performance of the functions of the CSR, including whether the information will have practical utility; (2) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond while maintaining their anonymity, including the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

#### Direct Comments to OMB

Written comments and/or suggestions regarding the item(s) contained in this notice, especially regarding the estimated public burden and associated response time, should be directed to the: Office of Management and Budget, Office of Regulatory Affairs, New Executive Office Building, Room 10235, Washington, DC 20503, Attention: Desk Officer for NIH.

**FOR FURTHER INFORMATION CONTACT:** To request more information on the proposed project or to obtain a copy of the data collection plans, contact: Elliot Postow, Ph.D., Director, Division of Molecular and Cellular Mechanisms, Center for Scientific Review, National Institutes of Health, 6701 Rockledge Drive, Room 4160 MSC 7806, Bethesda, MD 20892-7806, or call non-toll free: 301-435-0911, or e-mail your request or comments, including your address to [postowe@drg.nih.gov](mailto:postowe@drg.nih.gov).

#### Comments Due Date

Comments regarding this information collection are best assured of having their full effect if received on or before September 2, 1999.

**Chris Wisdom,**

*Executive Officer, CSR.*

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